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OfficeServ

Softphone PDA User Guide

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INTRODUCTION

Purpose

PDA Softphone is a telephony application that operates by inter-working with the OfficeServ 500 system based on a PDA. This document describes the methods of controlling a variety of calls such as intercom or external calls and using the functions of the PDA Softphone by using the PDA Softphone.

Document Content and Organization

This document consists of six chapters as summarized below:

CHAPTER 1. PDA Softphone Overview

This chapter introduces the configuration and functions of the PDA Softphone and describes procedures for PDA Softphone setup.

CHAPTER 2. Description of the PDA Softphone

This chapter describes the windows of the PDA Softphone and option settings.

CHAPTER 3. Making/Answering Calls

This chapter describes functions of making or answering calls using the PDA Softphone.

CHAPTER 4. Convenient Features

This chapter describes the address book and message functions provided by the PDA Softphone.

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ANNEX A. ABBREVIATION

Appendix A introduces the acronyms frequently used in this document and their full terms.

Conventions

The following special paragraphs are used in this document to point out information that must be read. This information may be set-off from the surrounding text, but is always preceded by a bold title in capital letters.

CHECKPOINT

Provides the operator with checkpoints for stable system operation.

NOTE

Indicates additional information as a reference.

References

OfficeServ ITP-5012L User Guide

The OfficeServ ITP-5012L User Guide provides instructions for the latest Samsung ITP-5012L large LCD IP Phone that can be used by inter-working with the Enterprise IP Solutions OfficeServ system of Samsung.

OfficeServ 500 General Description Guide

The OfficeServ 500 General Description Guide describes the major functions of the systems, products, cabinet configuration, and boards.

Revision History

EDITION	DATE OF ISSUE	REMARKS
00	03. 2004.	Original
01	10.2004	Softphone V1.1

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CHAPTER 1. PDA Softphone Overview

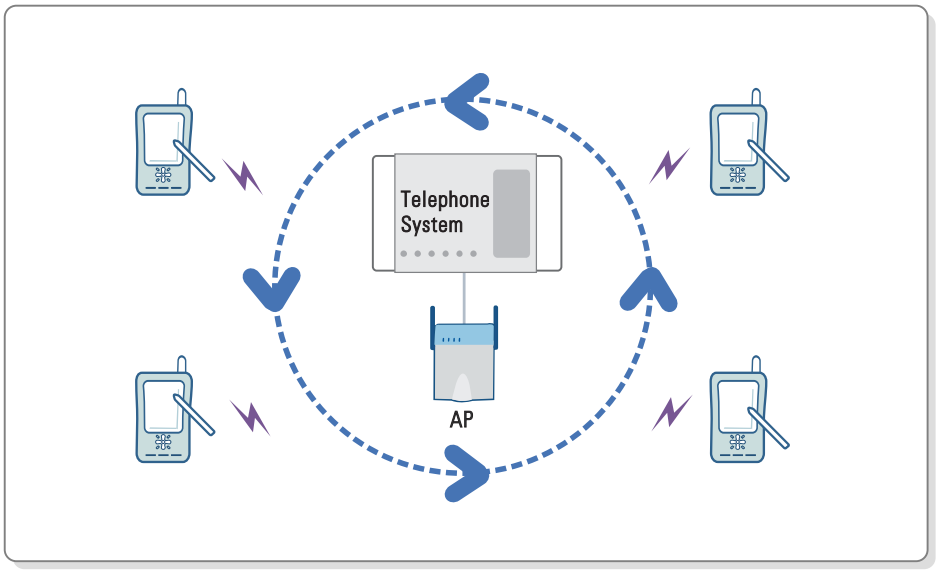
This chapter introduces the configuration and functions of the PDA Softphone and describes procedures for installing the PDA Softphone program.

Introduction to the PDA Softphone

The PDA Softphone is a telephony application that operates by inter-working with the OfficeServ 500 system based on a PDA. The PDA Softphone allows the users to make intercom or external calls and use a variety of functions provided by Softphone.

Intercom Calls

Making an intercom call means that the Softphone user who is connected to the phone system of the user's office makes a call to another internal PDA Softphone(or phone) user.



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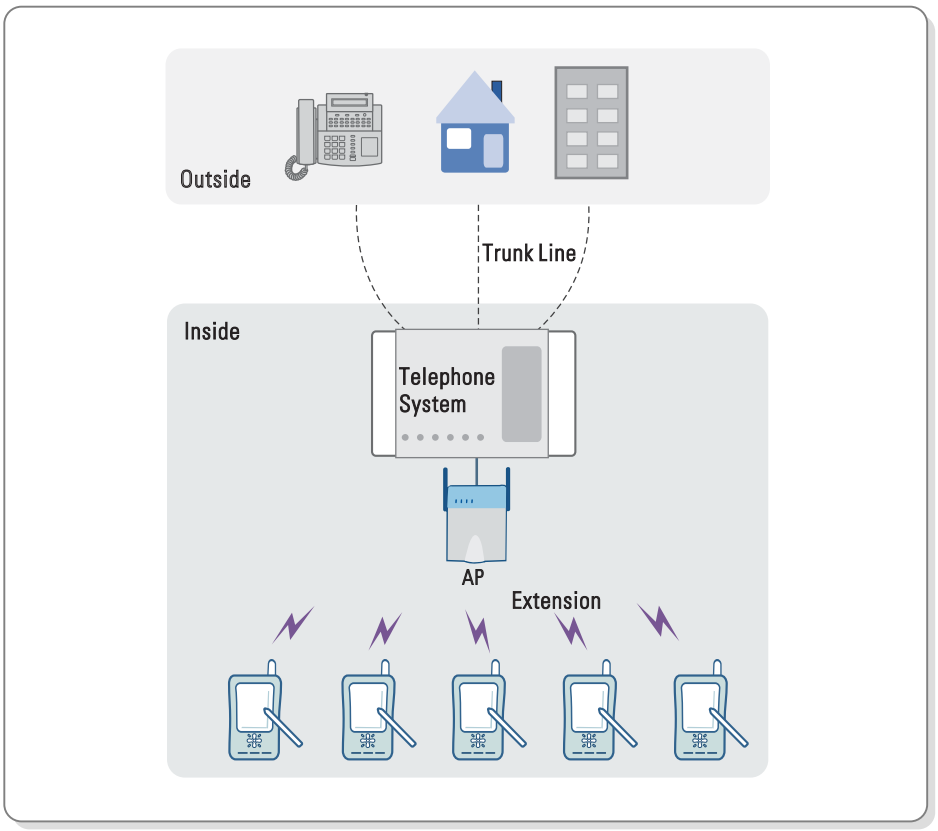
External Calls

Making an external call means that the user makes a call to outside places(e.g. home) or answers a call made from outside by using the Softphone(or phone) directly connected to the PBX of the central office.



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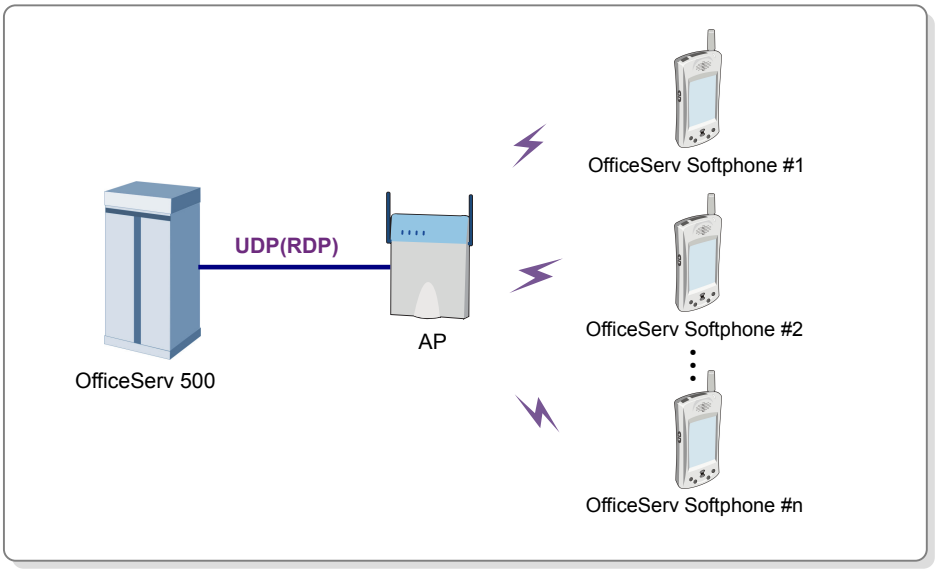
Configuration of the PDA Softphone

The PDA Softphone is used on the Intranet connected to the OfficeServ 500 system and transfers or receives data in a UDP method.

The configuration diagram of the PDA Softphone is shown below:



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Features of the PDA Softphone

The PDA Softphone provides a variety of services such as call control, automatic redial, conference call, call forwarding, DND, and caller ID check.

Call Control

The PDA Softphone allows the user to use all of the default or expanded services of Samsung Digital Cellular System(DCS) switching system. Also, the PDA Softphone allows the user to make, answer, or release a call and manage multiple calls. Also, the user is available for various calling functions without remembering the functional codes of the phone.

Conference

The PDA Softphone allows multiple people to hold a conference call. This function allows up to 5 people to speak to one another.

Call Forwarding

This function allows the user to forward any calls, which are connected when the user is on the phone, to another station.

Address book

The PDA Softphone provides a address book so that the user can register contacts with the PDA for easy management. The address book allows the user to make calls easily.

Message

This function allows the user to create or receive messages between the Softphone(or phone) users.

Caller ID Check

This function enables the caller ID and name to be displayed in the main window of the PDA Softphone when a call is connected.

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PDA Softphone Setup

This section describes preparations prior to PDA Softphone setup and procedures for installing the PDA Softphone into the PDA.

Preparations Prior to Installation

Check the following prior to PDA Softphone setup:

Hardware Requirements

The table below shows the recommendations for installing and using the PDA Softphone:

Category	Specification
Operating System	Pocket PC 2002 or 2003
CPU	400 MHz, Intel XScale or higher
Memory	64 MByte or higher
Resolution	240×320 or higher

Checkpoints

Check the following prior to PDA Softphone setup:

- Check if the PC where the PDA Softphone setup program exists is connected to the PDA into which the PDA Softphone will be installed.
- IP address of the OfficeServ system MCP that enables the PDA Softphone with the OfficeServ system.
- Device ID and ID password for operating the PDA Softphone properly.

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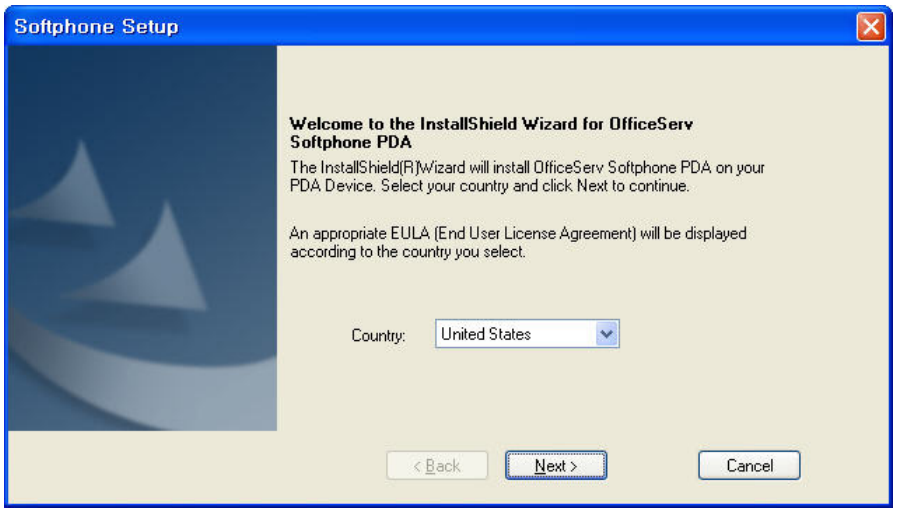
PDA Softphone Setup

Follow the steps below to install the PDA Softphone:

1 Download the PDA Softphone installation program(version for PDA Keyphone) from the web site that provides the OfficeServ system on a PC, and double click and run 'OfficeServ Softphone PDA Install_1.1.0.0.exe'. Then, the installation window below will appear:

Once the installation preparation window appears, a window that prompts you to select a country where OfficeServ Softphone will be used appears.


Softphone Setup
Welcome to the InstallShield Wizard for OfficeServ Softphone PDA
The InstallShield(R)Wizard will install OfficeServ Softphone PDA on your PDA Device. Select your country and click Next to continue.
An appropriate EULA (End User License Agreement) will be displayed according to the country you select.
Country:
United States
< Back
Next >
Cancel

Click [Next>] to continue setup.

NOTE

PDA Softphone setup

Connect the PDA where the PDA Softphone will be installed with the PC by a cable and install the PDA Softphone program into the PDA by using the PC.

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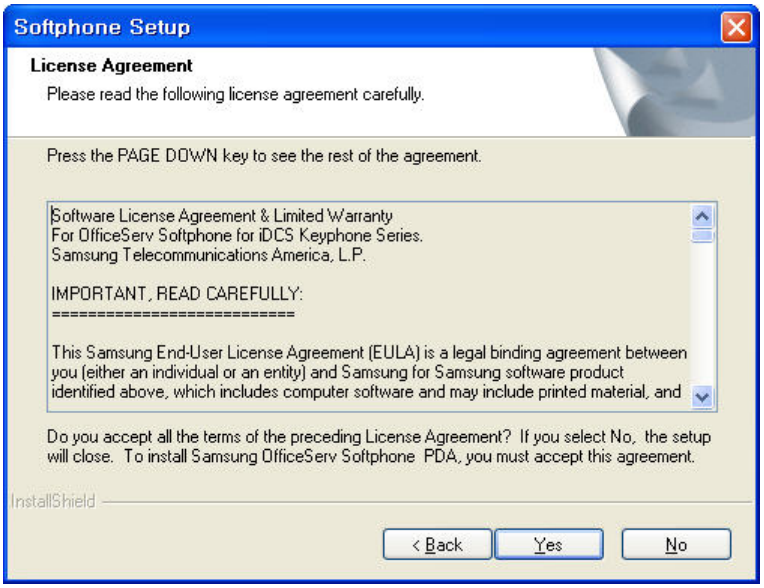
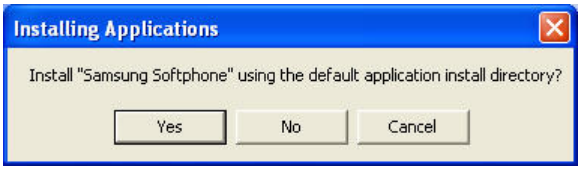
2 The window that displays the PDA Softphone license agreement appears as shown below:


Softphone Setup
License Agreement
Please read the following license agreement carefully.
Press the PAGE DOWN key to see the rest of the agreement.
Software License Agreement & Limited Warranty
For OfficeServ Softphone for iDCS Keyphone Series.
Samsung Telecommunications America, L.P.
IMPORTANT, READ CAREFULLY:
This Samsung End-User License Agreement (EULA) is a legal binding agreement between you (either an individual or an entity) and Samsung for Samsung software product identified above, which includes computer software and may include printed material, and
Do you accept all the terms of the preceding License Agreement? If you select No, the setup will close. To install Samsung OfficeServ Softphone PDA, you must accept this agreement.
InstallShield
< Back
Yes
No

3 The window that prompts the user to install the program into the default application setup directory(\Program Files\OfficeServ\) will appear as shown below:



If the user wants to install the program into the default application setup directory, click [Yes].

NOTE

PDA Softphone setup directory

It is recommended that the PDA Softphone should be installed into the default directory.

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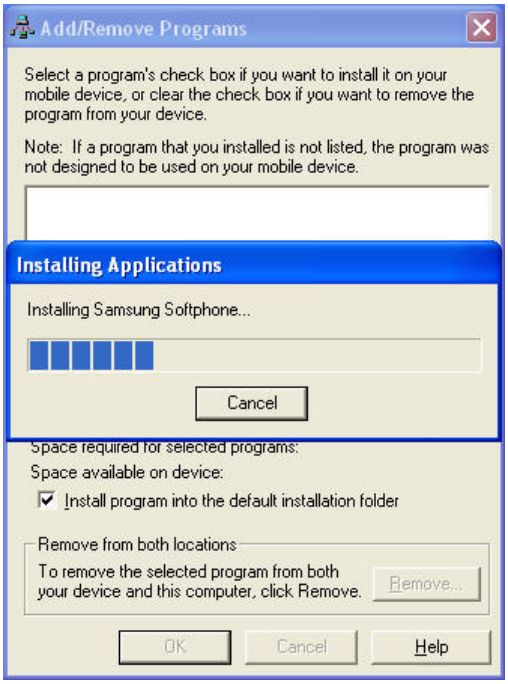
4 Install the program into the PDA using the PC as shown below:


Add/Remove Programs
Select a program's check box if you want to install it on your mobile device, or clear the check box if you want to remove the program from your device.
Note: If a program that you installed is not listed, the program was not designed to be used on your mobile device.
Installing Applications
Installing Samsung Softphone...
Cancel
Space required for selected programs:
Space available on device:
Install program into the default installation folder
Remove from both locations
To remove the selected program from both your device and this computer, click Remove.
Remove...
OK
Cancel
Help

5 Once the window below appears, click [OK] and check the PDA window:

Application Downloading Complete
Please check your mobile device screen to see if additional steps are necessary to complete this installation.
OK

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6 The program is installed into the PDA automatically and the window that displays setup progress appears in the PDA as shown below:

7 Once the program is installed into the PDA properly, the window disappears.

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Initial Environment Settings for the PDA Softphone

This section describes the method of getting started with the PDA Softphone and setting login information after installing the PDA Softphone.

1 Run the Softphone program on the PDA where the PDA Softphone is installed.

2 If the user runs the PDA Softphone for the first time after setup, the environment settings message will appear in the initial window as shown below:

NOTE

Initial Environment Settings for PDA Softphone

If the user runs the PDA Softphone for the first time after setup, the user should set login information to use a variety of PDA Softphone functions.

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3 Click the [Option Config.] icon( ) from the initial window of the PDA Softphone, and click the [System Config.] tab.

4 Select [Login Info...] from [System Config.]. Then, the window below appears:

- System MCP IP: Type the IP address of the OfficeServ system MCP to be connected with the PDA Softphone.

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- Station ID: Type four digits of the station number to be used in the PDA Softphone.
- ID Password: Type the password of the OfficeServ Station ID.

NOTE

Login Information Settings for the PDA Softphone

Enter the login information of the PDA Softphone correctly to operate the PDA Softphone properly. If the user is not aware of the login information, contact the OfficeServ system administrator.

5 After setting login information, click [OK]. To apply the login information settings, the PDA Softphone should be restarted after setting login information.

6 Once the login information is set properly, restart the PDA Softphone. Then, the initial window appears as shown below:

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CHAPTER 2. Description of the PDA Softphone

This chapter describes the windows of the PDA Softphone and option settings.

PDA Softphone Windows Description

This section describes the initial and main windows of the PDA Softphone.

Initial Window of the PDA Softphone

Once the login information of the PDA Softphone is set properly, restart the program. Then, the initial window appears as shown below:

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The initial window of the PDA Softphone is described below:

Item	Description
Main Window	The main window displays the icons that show function settings, available menus, or messages that show call processing status.
Number Buttons [0]~[9]	Allows the user to enter phone numbers or functional codes.
[*], [#]	Allows the user to enter special characters('*' or '#').
Programmable Feature Control Key Window	This is a functional key displayed in the right window. This window is replaced with the soft menu when the user is on the phone or another soft menu is displayed.
[Send] Button	Allows the user to make or answer a call or retrieve the recent calling history in a wait state.
[Cancel] Button	Allows the user to delete the entered phone numbers or functional codes.
[Mute] Button	Allows the user to block transmittance while calling.
[End] Button	Allows the user to end a call or operating function.
[Address Book] Button	Enables the address book function. For details, 'Address Book' of 'CHAPTER 4. Convenient Features'.
[Message] Button	Allows the user to use the message function. For details, 'Message' of 'CHAPTER 4. Convenient Features'.
[Option Config.] Button	Allows the user to set PDA Softphone options. For details, 'Option Settings' of 'CHAPTER 2. Description of the PDA Softphone'.
[Device Config.] Button	Allows the user to set the login information of the PDA Softphone. For details, 'Initial Environment Settings for the PDA Softphone' of 'CHAPTER 1. PDA Softphone Overview'.
[Call Log.] Button	Allows the user to retrieve originating or receiving calling history.
[Conference] Button	Allows the user to hold a multi-pointing voice conference call.
[Audio Config.] Button	Allows the user to adjust the volume of speakers, offhook, or ring Tone.

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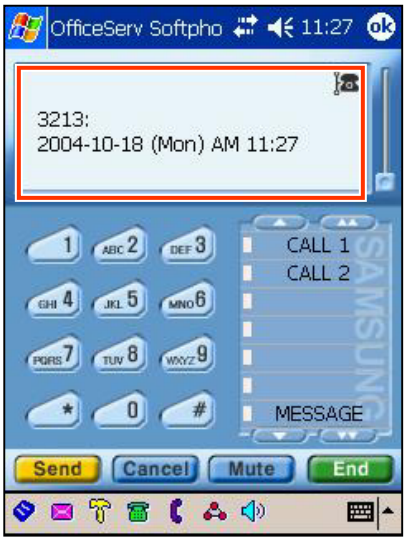
Main Window

The main window displays the icons that show function settings, call processing or messages.



The icons displayed in the main window are described below:

Icon	Description
	Call Forwarding
	Softphone Lock
	Answer Mode
	DND
	Mute
	Alarm
	Message
	Network Connection Status(displayed after proper login)

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Programmable Feature Control Window

Program keys that show the functions set in the OfficeServ system are displayed at the right of the number buttons. Select a button to use the corresponding function.

NOTE

Program Key Options

Program key options depend on the functions set in the OfficeServ system.

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Soft Menu Window

The soft menu window is displayed at the same location as the program keys if required. The soft menus are configured with convenient features that are available during a call from the PDA Softphone. Select a menu to use the corresponding function.

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PDA Softphone Option Settings

This section describes the method of setting a variety of options from the PDA Softphone.

Select the [Option Settings] icon( ) from the initial window of the PDA Softphone to set a variety of PDA Softphone options.

The [Option Config.] menu consists of four tabs as described in the table below:

Tab	Description
Option	Allows the user to set Softphone options.
Device Config.	Allows the user to set user profiles, morning calls, alarms, skins, or ring sounds.
System Config.	Allows the user to set system options.
Forward	Allows the user to set a station number to which a call is transferred when the Softphone is not used or the user cannot answer a call.
DialRule	The [Dial Rule] tab allows you to set required dialing rule information by using the Address Book of OfficeServ Softphone. If required dialing rule information is not set, you can dial only a phone number that includes a local code or an external line number properly by using the Address Book.

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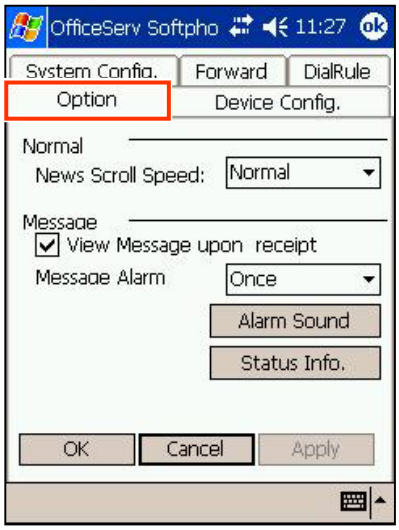
Option Tab

The [Option] tab allows the user to set options such as news scroll speed or message display.



Preference	Option	Description
Normal	News Scroll Speed	Allows the user to set a news scroll speed(Slow/Normal/Fast).
Message	View Message upon receipt	Enables a message to be displayed when the message is received.
	Message Alarm	Allows the user to set the cycle of an alarm when a message is received. - Once: An alarm rings only once when a message is received. - Every 2 Min.: An alarm rings every two minutes until the user checks a message. - No Tone: An alarm does not ring even when a message arrives.
	Alarm Sound	Allows the user to select a sound that notifies the user that a message has arrived.
	Status Info.	Allows the user to check Softphone settings and properties.

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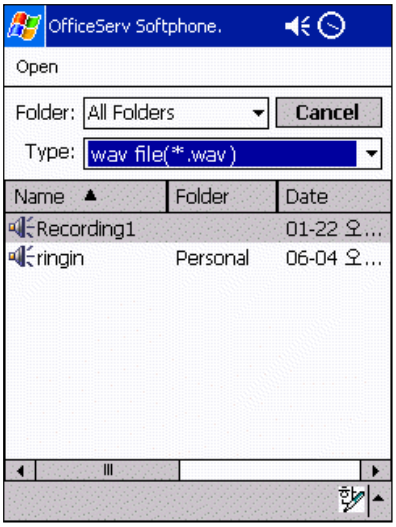
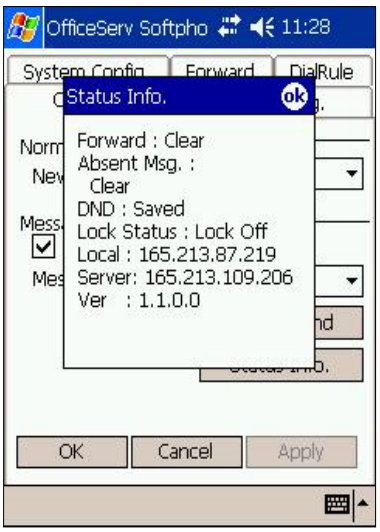
Alarm Sound...

Click [Alarm Sound...] from the [Option] tab. Then, the window that prompts the user to set a wave file(*.wav) appears as shown below: Select a required wave file for a message sound.



Status Info...

Select [Status Info...] from the [Option] tab. Then, the <Status Info.> window appears as shown below:



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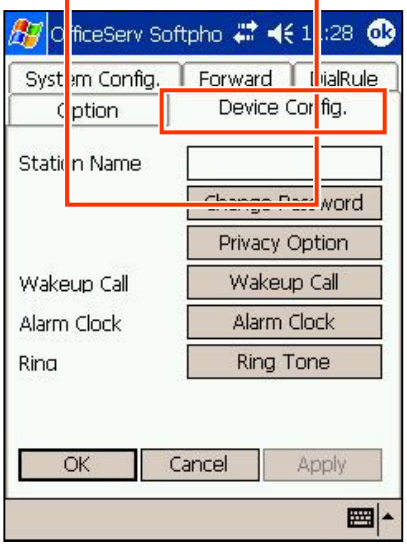
Device Config. Tab

The [Device Config.] tab allows the user to set user profiles, morning calls, alarms, skins, or ring sounds.



Preference	Option	Description
Device Option	Station Name	Allows the user to set a name to be displayed in the called party's Softphone when making a call.
	Change Password	Allows the user to change a password that enables privacy and phone initialization.
	Privacy Option	Allows the user to set options to prevent other users from using the user's profile and set the privacy function in functions such as address book, message box, and calling history check.
Wakeup Call	Wakeup Call	Allows the user to set a morning call.
Alarm Clock	Alarm Clock	Allows the user to set two types of alarms.
Ring	Ring Tone	Allows the user to select a ring tone.

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Change PW...

Click [Change Password] from the [Device Config.] tab. Then, the window below appears:

- Password: Type the existing password.(The initial password is '1234'.)
- New Password: Type a new password.
- Re-type Password: Type a new password again.

Type the existing and new password and select [Save].

NOTE

In case that the user is not aware of password

If the user is not aware of password, set 'login information' again. Set a password in [Password] of [Option] → [System Config.] → [Login Info...].

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Privacy Option...

Click [Privacy Option...] from the [Device Config.] tab. Then, the window that prompts the user to enter a password appears as shown below:

NOTE

Entering a password for privacy

Enter a password correctly to use the privacy function. If the entered password mismatches the setup password, the user cannot use the privacy function.

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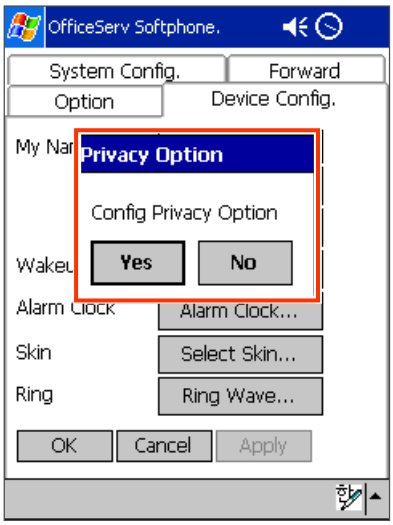
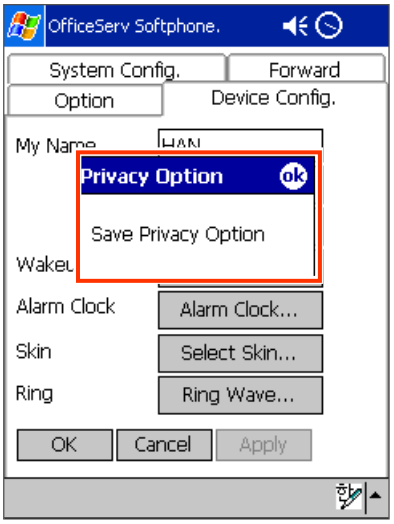
Enter a password and click [OK]. Then, the window that prompts the user to set the privacy function appears as shown below:



Click [Yes] to set the privacy function. Click [No] to release the privacy function. Once the privacy function is set, the window below appears:



NOTE

Privacy Function Settings

Once the privacy function is set, the password should be entered to use the [Option], [Directory], or [Message] function.

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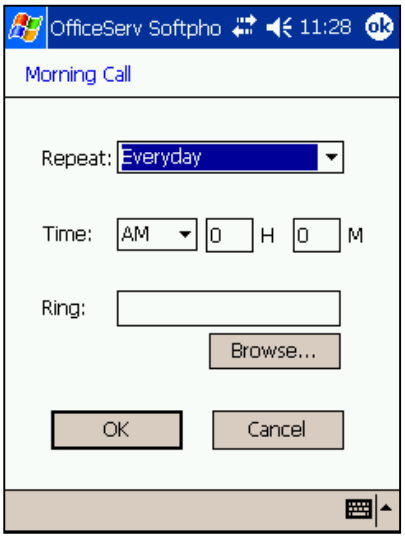
Wakeup Call...

Click [Wakeup Call...] from the [Device Config.] tab. Then, the window below appears:



- Repeat: This option allows the user to set the interval of a morning call.
  - No Use: This option allows the user to disable a morning call.
  - Everyday: This option allows the user to set a morning call to ring every day.
  - Mon.~Fri.: This option allows the user to set a morning call to ring from Monday to Friday.
  - Mon.~Sat.: This option allows the user to set a morning call to ring from Monday to Saturday.
- Time: This option allows the user to set a time to ring a morning call.
- Ring: This option allows the user to set a ring sound of a morning call.

Set each option, and click [OK].

NOTE

Morning Call Settings

Once a morning call is set, the set alarm rings at the setting time, and a morning call message appears. When a morning call is set without a ring sound, only a morning call message appears at the setting time.

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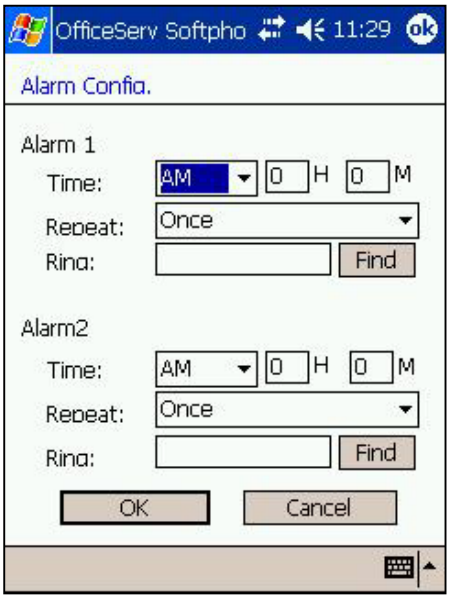
Alarm Clock...

Select [Alarm Clock...] from the [Device Config.] tab. The window below appears:



- Time: This option allows the user to set a time to ring an alarm.
- Repeat: This option allows the user to set an alarm interval.
  - No Use: This option allows the user to disable an alarm.
  - Everyday: This option enables an alarm to ring at the setting time every day.
  - Once: This option enables an alarm to ring only once at the setting time.
- Ring: This option allows the user to set an alarm sound.

Set each option, and click [OK].

NOTE

Alarm Settings

Once an alarm is set, the alarm rings at the setting time, and a morning call message appears. When an alarm is set without a ring sound, only an alarm message appears at the setting time. Up to two alarms can be set.

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Ring Tone

Click [Ring Tone] from the [Device Config.] tab. Then, the window below appears:

- Select one of the default ring sounds or click [Search...] to select a wave file.
- Click the [Play] button to listen to a wave file in advance.

Select a ring sound and click [OK].

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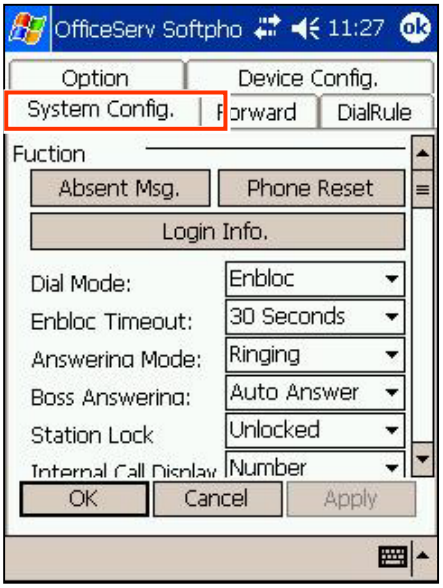
System Config. Tab

The [System Config.] tab allows the user to set system options.



[Station] of the [System Config.] tab allows the user to set a variety of functions such as dial mode, dial timeout, or response mode.

Preference	Option	Description
Station	Dial Mode	Allows the user to select a dial mode(Enbloc/Overlap). - Enbloc: This mode is set by default. This mode allows the user to delete an invalid phone number and enter the number again when the user presses the invalid number. Press the phone number and click [Send] to make a call. - Overlap: When pressing a phone number, a call is connected immediately. If an invalid phone number is pressed, click the [End] button to hang up the phone and enter the phone number again.
	Enbloc Timeout	Allows the user to set valid duration(30 seconds/1 minute/3 minutes) from pressing a phone number to pressing the [Send] button in Enbloc mode.

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Preference	Option	Description
Station	Answering	Allows the user to set an answer mode of the Softphone when a call is connected. - Ringing: Enables the phone to ring when a call is connected. - Auto Answer Mode: Enables a call to be connected when the call is made. - Voice Announce Mode: Allows the user to hear the caller's voice while a speaker turns on when a call is made. The caller cannot hear the voice of the called party. Click the [Send] button to speak to the caller.
	Boss Answering	This option can be set in only the Softphone where the boss/secretary function is set and allows the user to set the boss answering mode. Set the Auto Answer Mode or Voice Announce mode to answer a call even when absent.
	Station Lock	Allows the user to set the Locked All function to prevent other users from using the Softphone. - Unlocked: Disables the lock function. - Locked Outgoing: Disables outgoing. - Locked All Calls: Disables outgoing or incoming.
	Internal Call Display	Allows the user to set the display in the station buttons of the <Programmable Feature Control> window. - Number: Enables station numbers to be displayed in the <Programmable Feature Control Key> window. - Name: Enables names to be displayed in the <Programmable Feature Control Key> window.
	CID Display	Allows the user to set a type of displaying caller IDs in the Softphone window. - None: Enables caller IDs not to be displayed. - Number: Enables caller IDs to be displayed. - Name: Enables caller names to be displayed.
	LANGUAGE	Allows you to select a language to be used in OfficeServ Softphone. - Korean: Allows you to set the Softphone language to Korean. - English: Allows you to set the Softphone language to English.

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Preference	Option	Description
Station	Absent Message	Allows the user to set or release a message to be displayed in the Softphone of the caller while the user is absent.
	Login Info.	Allows the user to set Softphone login information. For details, refer to 'Initial Settings for the PDA Softphone'.
	Phone Reset	Allows the user to delete user data such as message boxes, calling histories

[Station ON/OFF] of the [System Config.] tab allows the user to set whether or not to use a specific function for each station.

Preference	Option	Description
Station ON/OFF	AUTO HOLD	When selecting another C.O.line during an external call, this option enables the C.O.line to be on hold automatically.
	AUTO TIMER	Enables calling duration to be automatically displayed in a certain time while making an external call.
	DISPLAY SPD NAME	Enables the name of a speed dial to be displayed when making a call by using the speed dial.
	AUTO CAMPON	Enables an incoming call to wait automatically without making the caller hear the 'busy' sound when another external call is connected while making an external call.
	AUTO ANS CO CALL	Allows the user to answer an external call automatically.
	HOT KEYPAD	Allows the user to use a shortcut key set in a function.
	RING PREF	Allows the user to answer an incoming call by clicking the [Send] button while a phone is ringing. Set to 'OFF'. Click the [Send] button when a phone rings. Then, the user can hear a dial tone ring. Click the blinking button on the <Programmable Feature Control> window to answer the call.

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Preference	Option	Description
Station ON/OFF	AME PASSWORD	Allows the user to type a password when changing the AME status.
	PAGE REJOIN	Allows the user to hear page automatically when a busy station is in a camp on status during page.
	CALL COST DISP	Allows the user to display a toll for the calling duration while calling.
	DIS REVIEW ALL	Allows the user to store caller IDs. ON: Allows the user to store caller IDs for all calls. OFF: Allows the user to store caller IDs for unanswered calls.
	STOP CID DISPLAY	Allows the user to stop the function of displaying the information on the caller in the window while a call is being connected.

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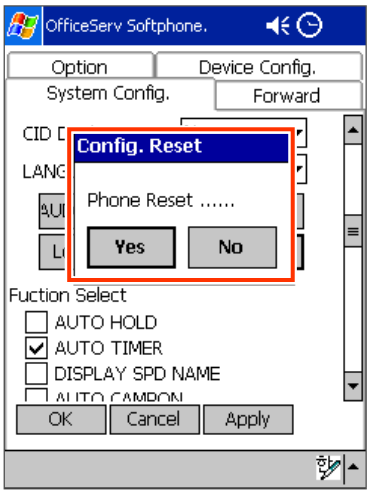
Phone Reset

Click [Phone Reset] of the [System Config.] tab. Then, the window that prompts the user to enter a password appears as shown below:

Enter a password and click the [OK] button. Then, the window below appears:



Click the [YES] button to initialize the phone. Then, the Initialization Complete message will appear. Click the [No] button to cancel the initialization of the phone.

Initialization of the Phone

Take note that data such as all message box, call log will be deleted when the phone is initialized.

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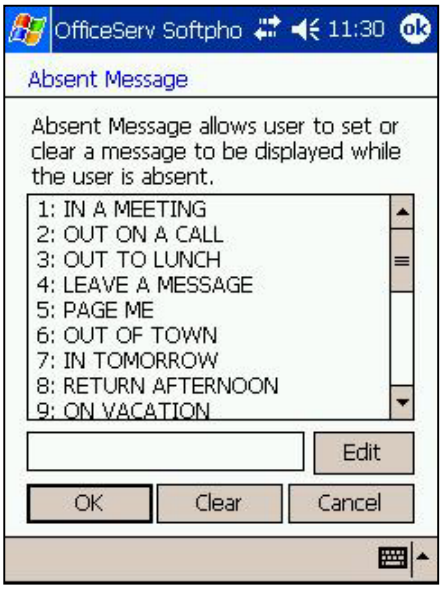
Absent Message...

Click [Absent Message...] from the [System Config.] tab. Then, the window below appears:



Select an absent message, and click the [OK] button to set an absent message. Click the [Clear] button to release an absent message.

NOTE

Absent Message

The messages of No. 1 to 15 are registered with the system. The messages of No. 16 to 20 can be modified and used by the PDA Softphone users directly. Select a message to be modified from the messages of No. 16 to 20, and click [Edit] to modify an absent message.

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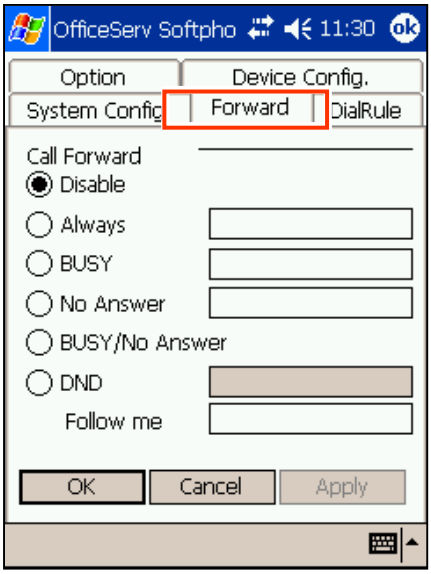
Forward Tab

The [Forward] tab allows the user to set a station number to which an incoming call will be transferred when the user does not use the Softphone or cannot answer a call.



- Disable: Allows the user to release call forwarding.
- Always: Allows the user to enter a station number to which all incoming calls will be transferred.
- BUSY: Allows the user to enter a station number to which an incoming call will be transferred when the user is on the phone.
- No Answer: Allows the user to enter a station number to which an incoming call will be transferred when the user cannot answer the call.
- BUSY/No Answer: Allows the user to enter a station number to which an incoming call will be transferred when the user is on the phone or cannot answer the call.
- DND: Allows the user to enter a station number to which an incoming call will be transferred when the user does not want to answer the call.
- Follow Me: If another Softphone(or phone) user sets call forwarding in Softphone of the user, the phone number of the user will be displayed.

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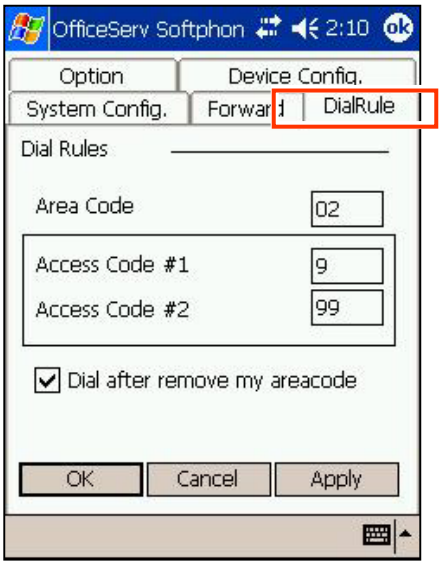
DialRule Tab

The [Dial Rule] tab allows you to set required dialing rule information by using the address book of OfficeServ Softphone. If required dialing rule information is not set, you can dial only a phone number that includes a local code or an external line number properly by using the address book.



Option	Description
Area Code (Must include '0')	Allows you to enter the local code of the area where Softphone is used.
To Access an Outside line, Access Code #1/#2	Allows you to enter an external call number to be prefixed to all phone numbers when making a call to an external phone number by using the address book.
Dial after remove my AreaCode	Allows you to dial a phone number that starts with the same local code as you by deleting the local code automatically by using the address book.

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CHAPTER 3. Making/Answering Calls

This chapter describes a variety of functions for making or answering calls by using the PDA Softphone.

Making a Call

Default and additional functions for making an intercom call or an external call are as follows:

Category	Intercom Call	External Call
Default Functions	Making an intercom call, Answering an intercom call	Making an external call, Answering an external call
	Conference call	
Additional Functions	- Making a call using the recent call log - Making a call using the Address book window	

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Making a Call

This section describes the functions for making a call using the PDA Softphone.

Making an Intercom Call

Follow the steps below to make an intercom call:

1 Enter the target station number, and click the [Send] button. The ring-back tone rings.

NOTE

Ring-back Tone

If the voice announce mode or auto answer mode is set in the station of the called party, a short tone rings instead of a ring-back tone when the [Send] button is clicked. In this case, the user can speak to the called party when the short tone ends.

2 Speak to the called party when the called party answers the call.

NOTE

Dial Mode

- The 'Enbloc mode' is set in the PDA Softphone by default. Press a phone number, and click the [Send] button to make a call.
- For the details of the dial mode, refer to 'System Config. Tab' of the 'PDA Softphone Option Settings.'

3 Click the [End] button to end the call.

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Making an External Call

Follow the steps below to make an external call:

1. Enter the phone number of the called party including the external calling number, and click the [Send] button. Then, the ring-back tone rings.
2. Speak to the called party after the called party answers the call.
3. Click the [End] button to end the call.

Making a Call Using the Recent Call Log

This function allows the user to make a call using the recent call log.

1. Click the [Send] button in a wait state. Then, the window below appears:

2. Press the [Send] button with the call log selected. Then, the call is made.

> NOTE
>
> **Recent Call Log Deletion**
>
> Select the target call log from the recent call log, and click the [Delete] button.

3. Speak to the called party after the called party answers the call.
4. Click the [End] button to end the call.

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Answering a Call

This section describes the functions for answering a call using the PDA Softphone.

Answering an Intercom Call

Follow the steps below to answer an intercom call:

1. When an intercom call is connected to the PDA Softphone, the PDA Softphone rings and displays a message notifying the user that a call is connected.

2. Click the [Send] button to answer the call.
3. Click the [End] button to end the call.

Making an External Call

Follow the steps below to answer an external call:

1. When an external call is connected to the PDA Softphone, the PDA Softphone rings and displays a message notifying the user that a call is connected.
2. Click the [Send] button to answer the call.
3. Click the [End] button to end the call.

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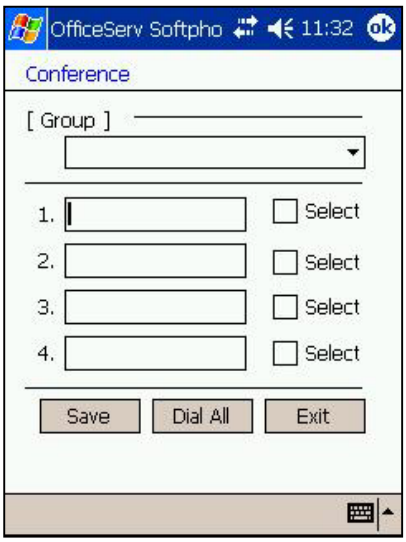
Conference Call

This function allows the user to hold a conference call with up to five people(connected to stations or C.O.lines) including the user simultaneously using the PDA Softphone.

1 Click the [Conference] icon( ) in a wait state. Then, the window below appears:



2 After entering the target numbers, select the [Select] check box and click the [Dial All] button. If a group is already registered, the user can select the group.

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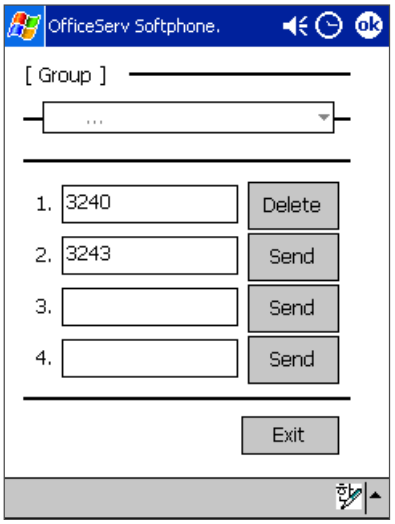
3 If the user wants to release a call during a conference, click the [Delete] button in the corresponding list. Or, enter numbers to be connected in the vacant fields, and click the [Send] button.



4 Click [Exit] to end the conference call.

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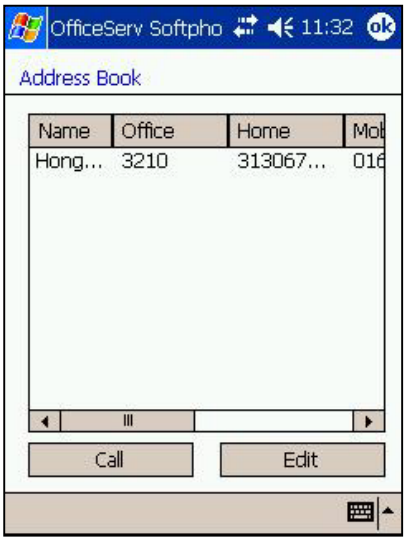
CHAPTER 4. Convenient Features

This chapter describes method of using the address book and message box of the PDA Softphone.

Address book

This section describes the functions of the address book of the PDA Softphone.

Click the [Directory] icon( ) from the initial window of the PDA Softphone. Then, the window below appears:



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Registering Phone Numbers

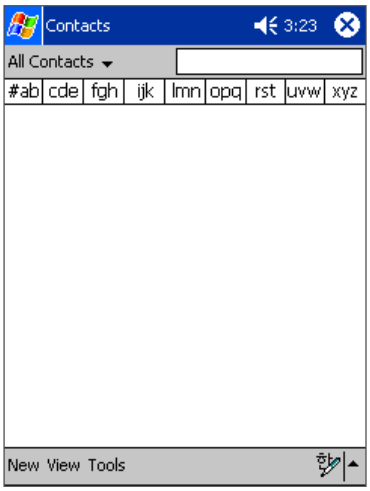
This function allows the user to save phone numbers in the PDA Softphone address book. Up to four phone numbers(home, mobile phone, office, and others) per person can be saved. In addition, facsimile numbers, e-mail addresses, groups, and notes can be registered.

NOTE

PDA Softphone Address book

PDA Softphone address book is used identically with the contact data of a PDA installed the PDA Softphone program.

1 Select [Edit] from the address book. Then, the window below appears:



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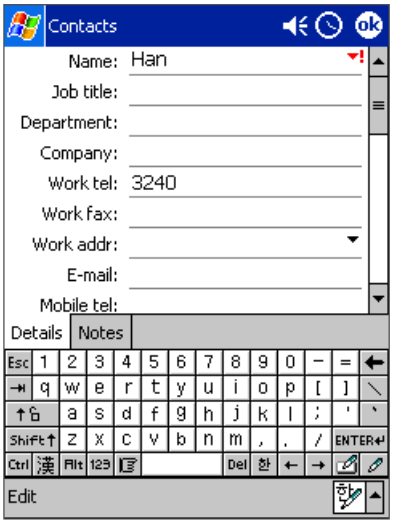
2 Select [New]. Then, the window below appears:



3 Enter the user information to be registered, and click the [ok] button.

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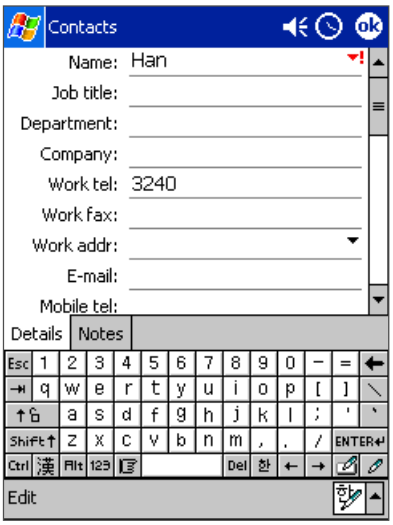
Modifying Phone Numbers

This function allows the user to modify registered phone numbers.

1 Select the target list from the Contacts window. Then, the corresponding window appears.

2 Select [Edit] from the Contacts window. Then, the window below appears:



3 Modify the corresponding information, and click the (ok) button.

Deleting Phone Numbers

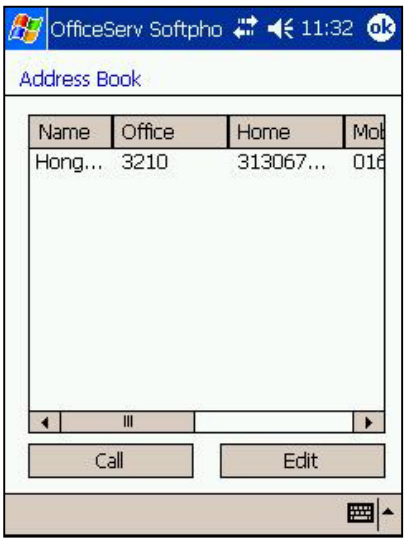
This function allows the user to delete registered phone numbers.

1. Select [Edit] from the address book. Then, the PDA Contacts window appears.
2. Select the target phone number to be deleted from the address book, and select [Tools] → [Delete].

Making a Call Using Address Book

This function allows the user to make a call using the Address book menu.

1. Select the target phone number from the Address book, and click the [Call] button.



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2 Select a target phone number from the Select Phone Number window. Select the ‘ Access Code #1’ checkbox or the ‘Access Code #2’ checkbox to dial an external phone number..

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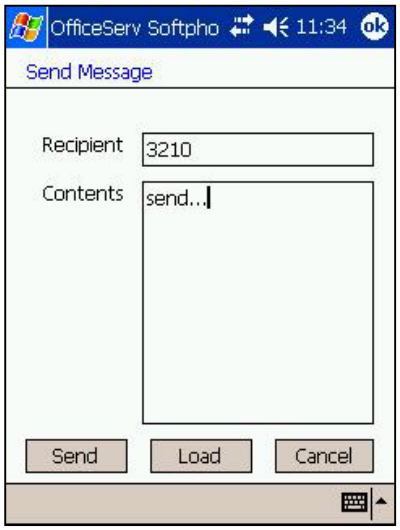
Message Box

This function allows the users to exchange messages between each other.

Click the [Message] icon( ) from the initial window of the PDA Softphone. Then, the window below appears:

Sending Message

1 Select [Send New]. Then, the window below appears:



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2 Enter the station number of the user who will receive a message, and enter message text. Then, click the [Send] button.

- Select [Load] to load the message stored in the message box.

Sent Messages

Select [Sent MSG.]. Then, the received messages appear.

- Select a message to verify the message in detail.
- Select [Reply] to send a reply to the user who has sent the message.
- Select [Send New] to send a new message.
- Select [Delete] to delete a selected message.

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Received Messages

Select [Received MSG.]. Then, the received messages appear as shown below:

- Select a message to verify the message in detail.
- Select [Reply] to send a reply to the user who has sent the message.
- Select [Send New] to send a new message.
- Select [Delete] to delete a selected message.

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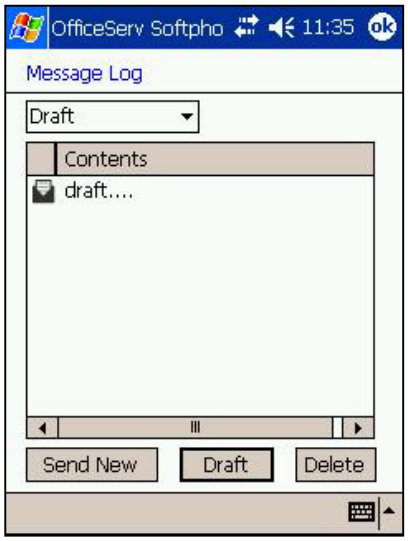
Message Box

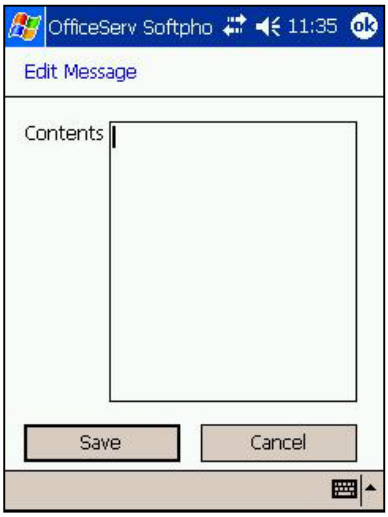
Select [Draft]. Then, the messages stored in the message box appear as shown below:



- Select [Write] to write a new message.
- Select [Delete] to delete a message.

Writing Message

Select [Write]. Then, the window below appears.



Enter the message text to be stored, and click the [Save] button.

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Call Log

This function allows the user to check the call log of the PDA Softphone.

Recent Call Log

Select the [Call Log] icon( ) from the initial window of the PDA Softphone. Then, the window below appears:

- Select [Send] to make a call to a phone number selected from the call log.
- Select [Delete] to delete a call log selected from the call log.

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Sent Call Log

Select [Sent Call Log] from the Call Log window. Then, the sent calls appear.

Received Call Log

Select [Received Call Log] from the Call Log window. Then, the received calls appear.

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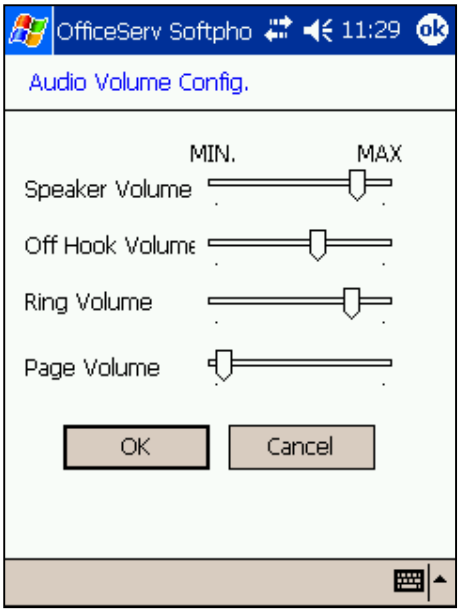
Audio Config

Click [Audio Config...] of the [System Config.] tab. Then, the window below appears:



Set the volume of each item, and click the [OK] button.

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ANNEX A. ABBREVIATION

A

API	Application Programming Interface

D

DSN	Domain Server Name
DTMF	Dual Tone Multi Frequency

O

ODBC	Open DataBase Connectivity

P

PBX	Private Branch eXchange

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OfficeServ

Softphone PDA User Guide

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